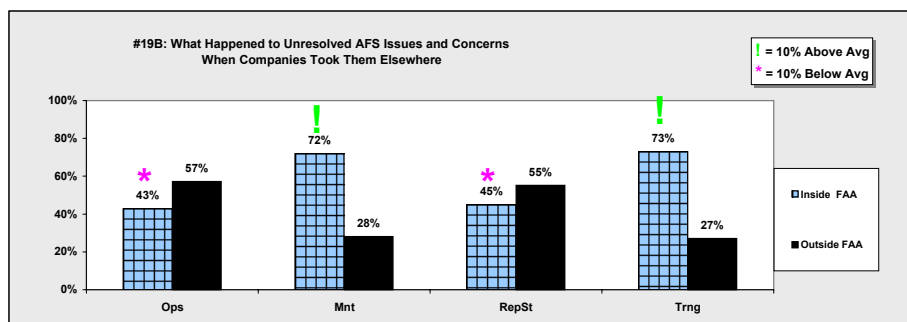
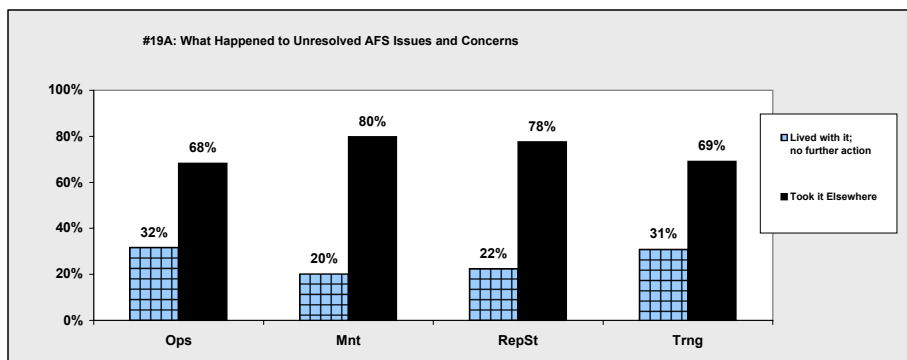


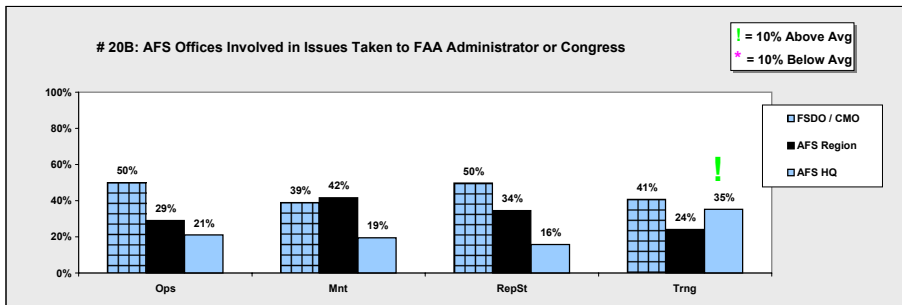
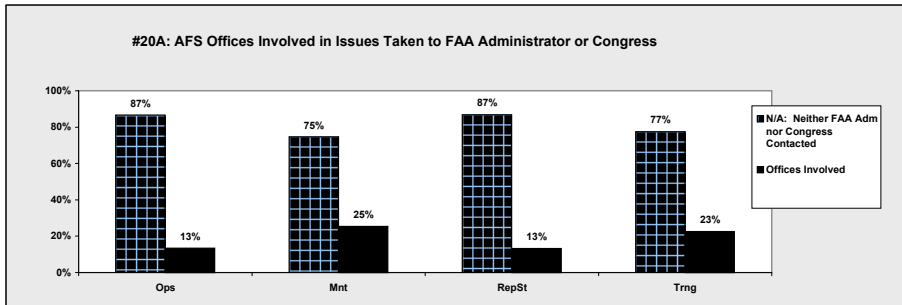
If your company had a concern or issue that could not be resolved by a Flight Standards office, which of the offices was involved?
(Mark all that apply.)

19		Lived with it; no further action	Took it Elsewhere		Inside FAA	Outside FAA	% Total	Difference: % Elsewhere	Difference: Inside FAA
Ops	30	32%	68%		43%	57%	100%	-5%	-15%
Mnt	30	20%	80%		72%	28%	100%	6%	14%
RepSt	29	22%	78%		45%	55%	100%	4%	-13%
Trng	28	31%	69%		73%	27%	100%	-5%	15%
AVG		26%	74%		58%	42%	100%	0%	0%



In the past year, if your company contacted your congressional representative(s) or the FAA Administrator with an issue that could not be resolved by Flight Standards, which of the offices was involved? (Mark all that apply.)

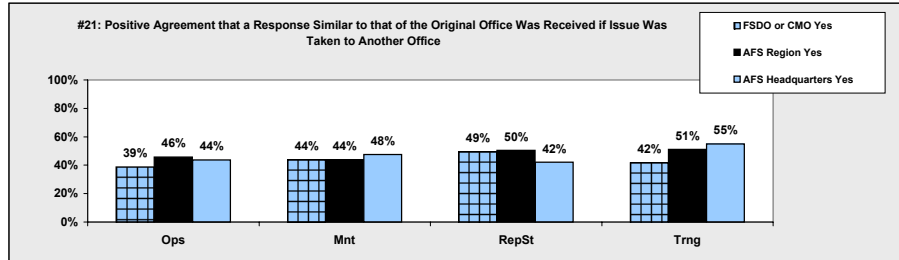
20		N/A: Neither FAA Adm nor Congress Contacted	Offices Involved	Difference: Offices Involved	FSDO / CMO	AFS Region	AFS HQ	Difference: FSDO or CMO	Difference: AFS Region	Difference: AFS Hq
Ops	31	87%	13%	-5%	50%	29%	21%	5%	-3%	-2%
Mnt	31	75%	25%	7%	39%	42%	19%	-6%	9%	-3%
RepSt	30	87%	13%	-5%	50%	34%	16%	5%	2%	-7%
Trng	29	77%	23%	4%	41%	24%	35%	-4%	-8%	12%
AVG		81%	19%		45%	32%	23%	100%	0%	0%



If you took the concerns of your company to another office in AFS, do you agree that you received a response similar to that of the original office?

21		FSDO or CMO			AFS Region			AFS Headquarters		
		Yes	No	Total	Yes	No	Total	Yes	No	Total
Ops	32	39%	61%	100%	46%	54%	100%	44%	56%	100%
Mnt	32	44%	56%	100%	44%	56%	100%	48%	52%	100%
RepSt	31	49%	51%	100%	50%	50%	100%	42%	58%	100%
Trng	30	42%	58%	100%	51%	49%	100%	55%	45%	100%
AVG		43%	57%	100%	48%	52%	100%	47%	53%	100%

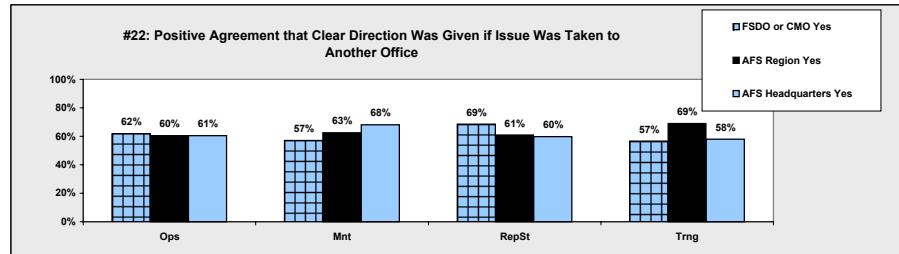
21		Yes	No	Total	Difference: %Yes, FSDO CMO	Difference: %Yes, AFS Region	Difference: %Yes, AFS Hq	Difference: %Yes, Average
		Overall Average						
Ops	32	43%	57%	100%	-5%	-2%	-3%	-3%
Mnt	32	45%	55%	100%	0%	-4%	1%	-1%
RepSt	31	47%	53%	100%	6%	3%	-5%	1%
Trng	30	49%	51%	100%	-2%	3%	8%	3%
AVG		46%	54%	100%	0%	0%	0%	0%



If you took the concerns of your company to another office in AFS, do you agree that you were given clear direction?

22		FSDO or CMO			AFS Region			AFS Headquarters		
		Yes	No	Total	Yes	No	Total	Yes	No	Total
Ops	33	62%	38%	100%	60%	40%	100%	61%	39%	100%
Mnt	33	57%	43%	100%	63%	38%	100%	68%	32%	100%
RepSt	32	69%	31%	100%	61%	39%	100%	60%	40%	100%
Trng	31	57%	43%	100%	69%	31%	100%	58%	42%	100%
AVG		61%	39%	100%	63%	37%	100%	62%	38%	100%

22		Yes	No	Total	Difference: %Yes, FSDO CMO	Difference: %Yes, AFS Region	Difference: %Yes, AFS Hq	Difference: %Yes, Average
		Overall Average						
Ops	33	61%	39%	100%	1%	-3%	-1%	-1%
Mnt	33	63%	37%	100%	-4%	-1%	7%	1%
RepSt	32	63%	37%	100%	8%	-2%	-2%	1%
Trng	31	61%	39%	100%	-4%	6%	-4%	-1%
AVG		62%	38%	100%	0%	0%	0%	0%

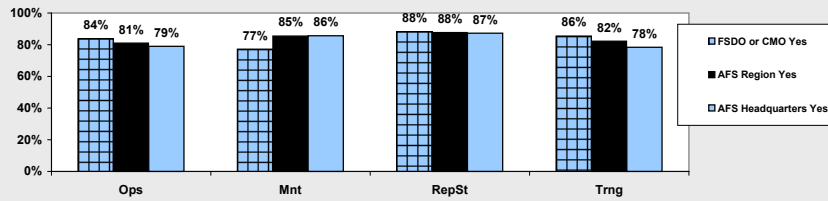


If you took the concerns of your company to another office in AFS, do you agree that the employees were open and honest?

23		FSDO or CMO			AFS Region			AFS Headquarters		
		Yes	No	Total	Yes	No	Total	Yes	No	Total
Ops	34	84%	16%	100%	81%	19%	100%	79%	21%	100%
Mnt	34	77%	23%	100%	85%	15%	100%	86%	14%	100%
RepSt	33	88%	12%	100%	88%	12%	100%	87%	13%	100%
Trng	32	86%	14%	100%	82%	18%	100%	78%	22%	100%
AVG		84%	16%	100%	84%	16%	100%	83%	17%	100%

23		Yes	No	Total	Difference: %Yes, FSDO CMO	Difference: %Yes, AFS Region	Difference: %Yes, AFS Hq	Difference: %Yes, Average
		Overall Average						
Ops	34	81%	19%	100%	0%	-3%	-4%	-2%
Mnt	34	83%	17%	100%	-6%	1%	3%	-1%
RepSt	33	88%	12%	100%	5%	4%	5%	4%
Trng	32	82%	18%	100%	2%	-2%	-4%	-1%
AVG		83%	17%	100%	0%	0%	0%	0%

#23: Positive Agreement that Employees Were Open and Honest if Issue Was Taken to Another Office

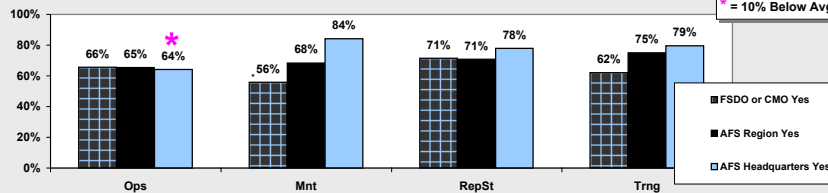


If you took the concerns of your company to another office in AFS, do you agree that the employees were knowledgeable about the applicable regulations, guidance material, and policy?

24		FSDO or CMO			AFS Region			AFS Headquarters		
		Yes	No	Total	Yes	No	Total	Yes	No	Total
Ops	35	66%	34%	100%	65%	35%	100%	64%	36%	100%
Mnt	35	56%	44%	100%	68%	32%	100%	84%	16%	100%
RepSt	34	71%	29%	100%	71%	29%	100%	78%	22%	100%
Trng	33	62%	38%	100%	75%	25%	100%	79%	21%	100%
AVG		64%	36%	100%	70%	30%	100%	76%	24%	100%

24		Yes	No	Total	Difference: %Yes, FSDO CMO	Difference: %Yes, AFS Region	Difference: %Yes, AFS Hq	Difference: %Yes, Average
		Overall Average						
Ops	35	65%	35%	100%	2%	-5%	-12%	-5%
Mnt	35	69%	31%	100%	-8%	-2%	8%	-1%
RepSt	34	73%	27%	100%	8%	1%	2%	3%
Trng	33	72%	28%	100%	-2%	5%	3%	2%
AVG		70%	30%	100%	0%	0%	0%	0%

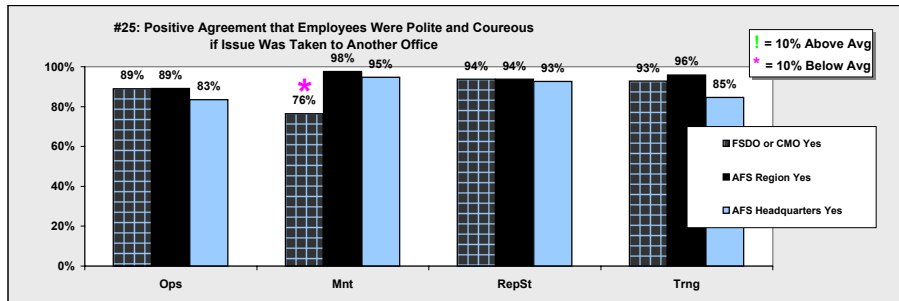
#24: Positive Agreement that Employees Were Knowledgeable about Regulations, etc., If Issue Was Taken to Another Office



If you took the concerns of your company to another office in AFS, do you agree that the employees were polite and courteous?

25		FSDO or CMO			AFS Region			AFS Headquarters		
		Yes	No	Total	Yes	No	Total	Yes	No	Total
Ops	36	89%	11%	100%	89%	11%	100%	83%	17%	100%
Mnt	36	76%	24%	100%	98%	2%	100%	95%	5%	100%
RepSt	35	94%	6%	100%	94%	6%	100%	93%	7%	100%
Trng	34	93%	7%	100%	96%	4%	100%	85%	15%	100%
AVG		88%	12%	100%	94%	6%	100%	89%	11%	100%

25		Yes	No	Total	Difference: %Yes, FSDO CMO	Difference: %Yes, AFS Region	Difference: %Yes, AFS Hq	Difference: %Yes, Average
		Overall Average						
Ops	36	87%	13%	100%	1%	-5%	-5%	-3%
Mnt	36	90%	10%	100%	-12%	4%	6%	-1%
RepSt	35	93%	7%	100%	6%	0%	4%	3%
Trng	34	91%	9%	100%	5%	2%	-4%	1%
AVG		90%	10%	100%	0%	0%	0%	0%



If you took the concerns of your company to another office in AFS, do you agree that the employees were timely in their responses?

26		FSDO or CMO			AFS Region			AFS Headquarters		
		Yes	No	Total	Yes	No	Total	Yes	No	Total
Ops	37	64%	36%	100%	60%	40%	100%	53%	47%	100%
Mnt	37	59%	41%	100%	67%	33%	100%	65%	35%	100%
RepSt	36	78%	22%	100%	67%	33%	100%	61%	39%	100%
Trng	35	75%	25%	100%	67%	33%	100%	54%	46%	100%
AVG		69%	31%	100%	65%	35%	100%	58%	42%	100%

26		Yes	No	Total	Difference: %Yes, FSDO CMO	Difference: %Yes, AFS Region	Difference: %Yes, AFS Hq	Difference: %Yes, Average
		Overall Average						
Ops	37	59%	41%	100%	-5%	-5%	-5%	-5%
Mnt	37	63%	37%	100%	-10%	1%	7%	-1%
RepSt	36	69%	31%	100%	9%	2%	3%	5%
Trng	35	65%	35%	100%	6%	2%	-5%	1%
AVG		64%	36%	100%	0%	0%	0%	0%

